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ABSTRACT

Each year, New Jersey's Hudson County Community College (HCCC) surveys graduates from the previous year to determine their subsequent career/educational progress and satisfaction with the college's programs and services. In August 1996, questionnaires were mailed to 172 graduates from 1995, with 47 returning completed surveys. Study findings included the following: (1) 83% of the respondents had obtained an Associate of Applied Science degree, 62% were female, 43% were White, and the average time taken to graduate was 3 years; (2) 34% indicated that their initial goal in attending HCCC was to improve job skills, while 83% of all respondents indicated that they had achieved their goals; (3) with respect to HCCC services, respondents were most satisfied with the quality of major course instruction, giving it a rating of 4.22 on a 5-point scale; (4) 45% of the respondents had transferred to another college, while 7 indicated that they had experienced problems transferring credit hours; (5) 83% of the respondents were employed, with 49% working in fields directly related to their training; (6) 87% of the employed respondents indicated that the training obtained at HCCC was helpful, very helpful, or extremely helpful; and (7) 94% of all respondents indicated that they would recommend HCCC to prospective students. The questionnaire and responses to the open-ended questions are attached. (AJL)

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Analysis of 1995 Graduate Follow-Up Survey

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Chanida Katkanant
Data Report 96.03
December 1996

Mark Oromaner, Dean of Planning and Institutional Research
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JC 970 067

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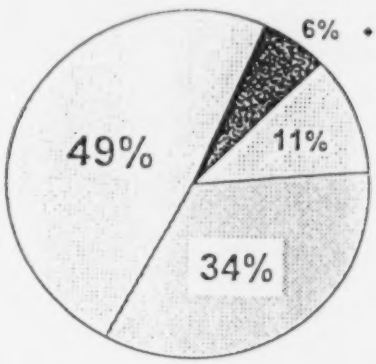
Analysis of 1995 Graduate Follow-Up Survey
Summary

The graduate follow-up survey is conducted annually with the graduates one year after their graduation. The purpose of conducting this survey study is to follow up graduates' progress in their careers and/or continuing educational endeavors. Additionally, data gathered in terms of their satisfaction with and evaluation of programs and services at HCCC is crucial for the continuous quality improvement and ongoing planning of the College. The analysis and findings of graduates reported here are based on 47 responses out of 172 graduates, a 27% response rate. Therefore, any conclusion or judgment on the findings should be taken cautiously. The analysis and findings are summarized as follows:

Graduate Placement

- Employed: 23
  - Directly Related Field: 15
    - *Full-time 15*
    - *Part-time --*
  - Somewhat Related Field: 5
    - *Full-time 4*
    - *Part-time 1*
  - Not Related Field: 2
  - Not Specify: 1



- Unemployed: 3
- Transferred: 5
  - *Full-time 4*
  - *Part-time 1*
- Working & Studying: 16
  - *Full-time both 6*
  - *Part-time both --*

Analysis of Graduate Satisfaction with HCCC Programs and Services

The graduates were asked to give a rating of 1 (Poor) to 5 (Excellent) on several services provided for students at HCCC. The ratings of the majority of the services (79%) fall above *average*. The graduates appeared to be most satisfied with "Quality of Major Course Instruction" (rating of 4.22) and "Class Instruction" (rating of 4.13). Quite a few of the graduates (28%-43%) indicated that they had never used Transfer Advisement, Financial Aid, Job Placement, and Tutoring Services.

Graduates' Overall Evaluation of their Studies at HCCC

Over one-third of the graduates responding to the survey specified their initial goal of attending HCCC as "to improve job skill." The majority of them (83%) reported that they had achieved their initial goal. The goal: "to prepare for their first career" was cited as the continuing or long-term goal of studying at HCCC by over one third of the graduates. Again, the majority of them (81%) specified that their long-term goal was achieved upon their graduation. Almost all of the graduates surveyed in this study indicated that they would recommend HCCC to prospective students. In terms of which area and how well HCCC helped them in improving their proficiency, the graduates gave a high rating to: "ability to get along with persons of different cultures", "preparation for career", and "ability to pursue self-initiated study." The graduates also reported that the studies at HCCC had helped them improve such essential skills as: "ability to communicate", "ability to think critically", and "ability to do quantitative reasoning."

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Analysis of 1995 Graduate Follow-Up Survey

One hundred and seventy two surveys (See Attachment 1: Example of Graduate Follow-Up Questionnaire) were sent out to graduates, class of 1995* in August 1996 (one year after their graduation). The forty seven returned surveys (a response rate of 27%) were analyzed, and the analysis and findings are presented as follows:

◘ *Graduate Profile*

Of 47 graduates surveyed in this study, 83% obtained an AAS degree and the others achieved the AA/AS degrees. The majority of the graduates (89%) resided in Hudson County while attending HCCC. Well over half of the graduates are single (64%) and female (62%). Among the graduates who responded to the survey, 43% are White, 23% Hispanic, 21% African American, 11% Asian and only 2% Native American. Half of these graduates started their study at HCCC as degree-ready students while over one third (36%) were in need of Basic Skills courses and only 8% took courses in English as a Second Language (ESL). The majority of the graduates (81%) were full time students and approximately half of them (49%) attended classes during the day. Nearly half of the graduates (47%) were traditional students (age 25 or less) at the time of their study at HCCC. The average time taken to graduate is three years with the ranges of 1.5 to 8 years. The largest group of the graduates who responded to the survey (See Table 1) received an award in Culinary Arts.

Table 1: Number of Graduates and Responses by Division and Major

Division/Major	No. Grads	No. Responses	(%)
◘ ALLIED HEALTH	17	6	(35%)
Medical Records Tech.	8	2	
Medical Assistant	8	4	
Respiratory Therapy Technician	1	--	
◘ BUSINESS	51	14	(27%)
Accounting	19	6	
Business Management	20	4	
Data Processing	9	2	
Office System Technology	3	2	
◘ CULINARY ARTS	28	9	(32%)
◘ PUBLIC & HUMAN SERVICES	63	14	(22%)
Childcare	7	4	
Criminal Justice/Law Enforcement	9	1	
Human Services/Social Work	14	3	
Liberal Arts	25	3	
Legal Assistant	6	2	
Public Administration	2	1	
◘ SCIENCE & TECHNOLOGY	13	4	(31%)
Computer Science/Tech	7	3	
Electrical Engineering Tech.	6	1	
TOTAL	172	47	(27%)

*Note: those graduated in June or August 1995

▪ *Analysis of Student Academic Goal*

One of the most important missions at HCCC is to help students achieve their goals by being successful in college. Graduates surveyed in this study were asked whether they had achieved their initial goal (attending college) and their continuing goal (graduating). More than one third (34%) indicated their initial goal as "to improve job skills". Among this group of graduates, half of them were already employed while attending HCCC. Eighty three percent of all graduates reported that they have achieved their initial goal at HCCC (See Table 2). Over one third of the graduates (36%) cited "to prepare for first career" as their continuing goal. Nearly two-thirds of this group were not employed at the time of their studies at HCCC. The majority of all graduates (81%) again indicated that they have achieved their continuing goal at HCCC.

Table 2: Graduates' Academic Goal for Attending HCCC

Academic Goal for Attending HCCC		No. Responses
To improve job skill	Initial	*16 (34%)*
	Continuing	*5 (11%)*
To prepare for first career	Initial	*11 (23%)*
	Continuing	*17 (36%)*
To prepare for career change	Initial	*8 (17%)*
	Continuing	*5 (11%)*
To prepare for transfer	Initial	*4 (9%)*
	Continuing	*8 (17%)*
To take courses for personal interest	Initial	*2 (4%)*
	Continuing	*0*
To learn English	Initial	*2 (4%)*
	Continuing	*0*
Did not specify	Initial	*3 (6%)*
	Continuing	*8 (17%)*
★ **Achieved their goal by the time of graduating**	Initial	*83%*
	Continuing	*81%*

▪ *Analysis of Graduate Satisfaction with Services Provided at HCCC*

Graduates surveyed in this study were asked to give their rating on several services in terms of how well the service met their needs. The graduates appeared to be most satisfied with Quality of Major Course Instruction (rating = 4.22) and Classroom Instruction (Rating = 4.13). Table 3 illustrates how the graduates rated other HCCC services. Nearly two-thirds of the graduates (64%) were not aware of the existence of Job Placement Assistance and/or used this service*. Quite a few graduates had never used such services as Student Activities (23%), Financial Aid (32%), and Tutoring Services (43%) .

* *Note: A director for the Office of Career Planning and Placement was hired after these students graduated.*

Table 3: Quality Rating of Services at HCCC

Services at HCCC	Didn't Know Existed	Did Not Use	Quality Rating				
			Poor	Fair	Avg.	Good	Excel.
			1	2	3	4	5
Academic Advisement	--	1				3.70	
Admissions	--	--				3.45	
Counseling	4	6				3.49	
Classroom Instruction	--	--					4.13
Financial Aid	--	15			2.97		
Job Placement Assistance	14	13				3.21	
Transfer Advisement	5	17			2.63		
Library/Learning Resource Center	4	4				3.10	
Registration Procedure	--	--			2.68		
Student Activities	4	11				3.09	
Quality of Major Course Instruction	--	--					4.22
Tutoring Services	3	20				3.75	
Billing Notification	2	--				3.42	
Testing Services	3	6				3.58	

One student cited an other service as "professor interest in student needs" and gave a rating of Good

▪ *Analysis of Transferred Graduates*

Forty five percent of graduates surveyed in this study indicated that they had enrolled in another college after their graduation from HCCC. The majority of these transfer students are full-time students (81%) and most of them (71%) are attending Jersey City State College . A small number of students transferred to St. Peter's College, New Jersey Institute of Technology, Kean College and Pace University. The analyses regarding students' field of study and the transfer process are presented in Table 4.

Table 4: Analysis of Transferred Graduates

Field of Study at Transferred Institutions	
Business (Mgnt/Marketing/Accounting)	8 (38%)
Education	3 (14%)
Computer Tech/Science	3 (14%)
Liberal Arts	3 (14%)
Legal Assistant	1 (5%)
Did not Specify	3 (14%)
TOTAL	21
Problems with Transfer Process (*Respondents can check more than one*)	
☹ Transferring credit hours	7
☹ Transcript problems	3
☹ Admissions problems	---
☹ Insufficient advisement from HCCC	1
☹ Financial aid information	1
☺ No problems	11 (55%)

Eleven of the 21 transfer students are also working full time and two of them are working part time. The majority (81%) rated the academic preparation at HCCC from *GOOD* to *EXCELLENT*.

▪ *Analysis of Employed Graduates*

Of the 47 graduates surveyed, 39 or 83% are currently employed. Thirty of the employed graduates (77%) are working full-time. Nearly half of the employed graduates (49%) work in a directly related field and 31% are employed in a somewhat related field. Among the seven graduates who are employed in an unrelated field, two cited the reason as not being qualified for a job in their field, one found a better paying job, two could not find a related job, and the other two are studying while working. Almost one-half of the employed graduates (44%) work in the Hudson County area. Of the 37 employed graduates, 13 are also attending college full time and 2 are attending part-time.

The majority of employed graduates (87%) rated the training at HCCC for their current job as Useful (23%), Very Useful (28%) and Extremely Useful (36%). More than half indicated that the training at HCCC did help them secure the job and increase their job performance. Almost one third (30%) believed that the HCCC training helped them get a promotion and the majority (86%) agreed that the training obtained at HCCC helped improve their overall job skills.

Forty-three percent of the employed graduates learned about their current job from their friends and relatives, others from HCCC faculty & Staff (14%), internship (14%) and newspaper advertisement (14%). The majority of those graduates employed in directly related field (53%) earn an annual salary of $20,00-24,999. The salary ranges of graduates who responded to the survey are illustrated in Table 5. Half of the employed graduates gave HCCC permission to conduct a follow up survey with their current employers.

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Table 5: Salary Ranges of Employed Graduates by Program of Study

Program of Study	Employed in Directly Related Field		Employed in Somewhat Related Field	
	Number	Salary Range	Number	Salary Range
Accounting	1	25,000-29,999	3	25,000-34,999
Business/Management	--	--	3	<15,000-35,000+
Childcare	1	20,000-24,999	--	--
Childcare	1	Not specify		
Criminal Justice	--	--	--	--
Computer Science	1	30,000-34,999	--	--
Computer Technology	1	Not Specify	--	--
Culinary Arts	7	20,000-35,000+	--	--
Data Processing	--	--	1	15,000-19,999
Electronic Engineering Tech.	1	35,000-Up	--	--
Human Services	--	--	2	below 15,000
Legal Assistant	1	20,000-24,999	1	20,000-24,999
Liberal Arts	--	--	--	
Medical Records Technology	1	30,000-34,999	--	--
Medical Assistant	3	20,000-24,999	--	--
Office System Technology	1	below 15,000	1	below 15,000

Graduates' Overall Evaluation of HCCC

Almost all of the graduates surveyed in this study (94%) indicated that they would recommend HCCC to prospective students. Only three graduates responded "No" and did not give their reason. The graduates were also asked to rate the extent to which HCCC helped them to improve skills in several aspects. The result of their ratings is presented in Table 6.

Table 6: Graduates' Rating on How Well HCCC Helped Improving their Proficiency

Graduates' Area of Improvement	Rating Category	Rating Frequency
• Ability to communicate orally	Helped a Great Deal	17
	Helped Somewhat	22
	Did not help at all	5
• Ability to communicate in writing	Helped a Great Deal	18
	Helped Somewhat	23
	Did not help at all	3
• Ability to solve problems and make good decision	Helped a Great Deal	18
	Helped Somewhat	25
	Did not help at all	2
• Ability to think critically	Helped a Great Deal	18
	Helped Somewhat	25
	Did not help at all	2
• Ability to teamwork with others	Helped a Great Deal	21
	Helped Somewhat	22
	Did not help at all	2
• Ability to get along with persons of different culture	Helped a Great Deal	26
	Helped Somewhat	17
	Did not help at all	1
• Ability to pursue self-initiated study	Helped a Great Deal	25
	Helped Somewhat	17
	Did not help at all	3
• Ability to do quantitative reasoning (Math)	Helped a Great Deal	14
	Helped Somewhat	27
	Did not help at all	4
• Technological Proficiency	Helped a Great Deal	16
	Helped Somewhat	22
	Did not help at all	6
• Preparation for Career	Helped a Great Deal	25
	Helped Somewhat	19
	Did not help at all	1
• Social/civic/political awareness & involvement	Helped a Great Deal	19
	Helped Somewhat	18
	Did not help at all	8
• Cultural Appreciation	Helped a Great Deal	22
	Helped Somewhat	16
	Did not help at all	7
• Ability to understand international events	Helped a Great Deal	15
	Helped Somewhat	17
	Did not help at all	13

Of all the 47 graduates surveyed in this study, 25 individuals, or 53%, took time to answer the open-ended question asking their suggestions regarding how HCCC could improve the offerings, courses, or services to students (See Attachment 2: Graduates' Verbatim Comments). Due to the nature of an open-ended question, the responses were free format, diverse and difficult to analyze objectively. Those responses that conveyed the same and similar messages, however, were grouped under a new and broad category. Frequency analysis was then performed on those categories generated (Table 7).

Table 7
Analysis of Graduates' Suggestions for Improvement of Programs, Courses & Services at HCCC

✓	*Praise for good quality teaching, program and course offerings*	*44%*
	More Academic Advisement/Counseling on courses and major	*20%*
	Registration process (time consuming & tedious)	*12%*
	Improvement of quality of academic programs	*8%*
	Location of the Campus (consolidation of offices & bldgs)	*8%*
	Financial aid (more information & speed-up process)	*8%*
	More choices of evening classes	*4%*
	Increasing students' awareness of services available at HCCC	*4%*
	Availability of counselors	*4%*

Note: Percentages are not additive due to multiple responses

The analysis and findings presented are based on a small number of graduates which represented approximately 27% of all graduates, class of 1995. Judgments or conclusions on the findings should be taken cautiously and/or used in conjunction with other related findings and studies. Graduates' evaluation and input, however, are crucial for continuous quality improvement of programs and services and on-going planning at HCCC.

Attachment 1

Example of Graduate Follow-Up Questionnaire

HUDSON COUNTY COMMUNITY COLLEGE

Graduate Follow-up Questionnaire

IF LABEL NEEDS CORRECTION, PLEASE INDICATE BELOW:
Name _____
Address _____
City _____ State _____ Zip _____

July 1996

Dear Graduate:

Congratulations on successfully completing your program of study at Hudson County Community College. We hope that in the year since graduation, you have found new and exciting challenges for yourself.

In order to help improve the academic programs and services available to current and future students, each summer we conduct a follow-up survey of graduates from the previous academic year. Your comments and answers are strictly confidential and will not be identified with you personally in any way. All data will be used solely for the purpose of institutional improvement.

Please take the time to complete the enclosed questionnaire and return it in the envelope provided. Thank you for your assistance and your continued interest in your alma mater, Hudson County Community College.

Sincerely,

Mark Oromaner
Mark Oromaner,
Dean of Planning &
Institutional Research

Juan Harris
Juan Harris,
Dean of Student Affairs

Abegail Douglas-Johnson
Abegail Douglas-Johnson,
Vice President of Academic Affairs

RESPONSE REQUESTED BY AUGUST 30, 1995

PLEASE CHECK APPROPRIATE BOX WITHIN EACH CATEGORY

SECTION A

1. Below are some of the reasons why people attend HCCC. Please check the one most important reason why you first attended HCCC (initial objective) and the one most important reason why you stayed at HCCC to graduate (continuing objective):

	Initial Objective	Continuing Objective
To improve job skills	[ ]	[ ]
To prepare for first career	[ ]	[ ]
To prepare for career change	[ ]	[ ]
To complete courses for transfer credit	[ ]	[ ]
To take courses for personal interest	[ ]	[ ]
To learn English	[ ]	[ ]
Other _____	[ ]	[ ]

2. Did you achieve your objectives by the time you graduated?

	Initial Objective	Continuing Objective
Yes	[ ]	[ ]
No	[ ]	[ ]

3. How would you rate the following services at HCCC in terms of how they met your needs as a student?

		Excellent 5	Good 4	Average 3	Fair 2	Poor 1	Didn't Know Existed 6	Knew About But Didn't Use 7
a. Academic Advisement		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
b. Admissions		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
c. Counseling		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
d. Classroom Instruction		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
e. Financial Aid		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
f. Job Placement Assistance		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
g. Transfer Advisement		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
h. Library/Learning Resources Center		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
i. Registration Procedures		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
j. Student Activities (clubs, trips, etc)		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
k. Quality of Major Course Instruction		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
l. Tutoring Services		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
m. Billing Notification		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
n. Testing Services		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
o. Other (please state) _____		[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

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SECTION B

1. Have you enrolled in another college since your graduation from HCCC?

B-25 2[ ] Yes (Complete this section) 1[ ] No (Skip to Section C)

2. Please indicate your current status at that college. (Check only one)

B-26
B-27 1[ ] Attending part-time (less than 12 hours)
2[ ] Attending full-time (12 or more hours)
B-28 1[ ] No longer attending, left before graduating
2[ ] Graduated, date: B-29 _____
Degree: Associate ____ Bachelor's ____ Other (specify) _____
B-30 1 2 3

3. What is the name of your current (or most recently attended) college?

B-31 Name _____
City and State _____
B-32 Curriculum/Program _____
B-33 Credits Achieved (number) _____

4. Did you have any of the following problems transferring to the college indicated above? (Please check all that apply).

B-34 [ ] None
B-35 [ ] Transferring credit hours
B-36 [ ] Transcript problems
B-37 [ ] Admission problems
B-38 [ ] Other (describe) _____

5. Approximately how many credit hours earned at HCCC were accepted at the college indicated above?

B-39 _____ Credit Hours (Please fill in number)

Approximately how many credit hours were not accepted?

B-40 _____ Credit Hours (Please fill in number)

Please list specific courses not accepted: _____

6. How would you rate the courses you completed at HCCC in terms of how well they prepared you for continuing your education?

B-41	Excellent	Good	Average	Fair	Poor
	[ ]	[ ]	[ ]	[ ]	[ ]
	5	4	3	2	1

7. Other than the college you identified above,

B-41a What other colleges did you apply to? _____
B-41b What other colleges were you admitted to? _____

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SECTION C

1. What is your current employment status?

c42 1[ ] Not employed at this time (Skip to Section D)
c43 2[ ] Employed full-time (Complete this section)
1[ ] Employed part-time (Complete this section)

2. Is your present job related to the program of study you completed at HCCC?

c44 3[ ] Yes, directly related
2[ ] Yes, somewhat related
1[ ] No

If no, why not? (Please check all that apply)

c45 1[ ] Transferred to a four-year college
c46 1[ ] Not sufficiently qualified for a job in my field of college preparation
c47 1[ ] Preferred to work in another field
c48 1[ ] Found better paying job in another field
c49 1[ ] Could not find a job in field of preparation
c50 1[ ] Worked previously in field of preparation, but changed jobs
c51 1[ ] Other (describe) _____

_____

3. Please provide the following information.

c52 Job Title _____
Name of Employer _____
Street Address of Employer _____
c53 City _____ County _____
c54 State _____ Zip _____

4. When did you get your current job?

c55 1[ ] Before entering HCCC
2[ ] While attending HCCC
3[ ] Within 3 months after graduation from HCCC
4[ ] From 3 months to 6 months after graduation from HCCC
5[ ] From 7 months to 1 year after graduation from HCCC
6[ ] More than 1 year after graduation from HCCC

5. How useful is the training you received at HCCC in the performance of your current job?

c56 5[ ] Extremely useful
4[ ] Very useful
3[ ] Useful
2[ ] Somewhat useful
1[ ] Not useful

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SECTION C

continued...

6. Please check below if the program of study at HCCC helped you in any of the following ways. (Please check all that apply)

c57 1[ ] Helped to obtain a job
c58 1[ ] Helped performance on present job
c59 1[ ] Helped get a promotion or raise
c60 1[ ] Helped improve skills
c61 1[ ] Helped get a new job
c62 1[ ] Other (describe) _____

_____

7. Please indicate your approximate annual salary, excluding overtime and other part-time jobs, for your primary job listed in Question C-3.

c63 1[ ] Below $15,000
2[ ] $15,000 - $19,999
3[ ] $20,000 - $24,999
4[ ] $25,000 - $29,999
5[ ] $30,000 - $34,999
6[ ] $35,000 - Up

8. Through what source did you first hear about this job?

c64 1[ ] HCCC Placement Office
2[ ] An employment agency
3[ ] A newspaper advertisement
4[ ] Through HCCC externship
5[ ] A friend or relative
6[ ] HCCC faculty or staff member
7[ ] Other (please specify) _____

_____

9. May we have your permission to send your supervisor a questionnaire regarding how well graduates of your program perform on the job?

c65 2[ ] Yes 1[ ] No

If yes, please supply the following information about your supervisor:

Name _____ Title _____
Company and Address (if different from Question 3)
_____
_____

10. We are interested in learning about the first job you obtained after you graduated from HCCC. Please describe: (if different from from Questions 3 & 7).

c65a starting job title _____
c65b approximate starting salary _____

SECTION D

1. Please check below the extent to which HCCC helped you to improve your:

		Helped a Great Deal 3	Helped Somewhat 2	Did Not Help at all 1
a. Ability to communicate orally	d-66	[ ]	[ ]	[ ]
b. Ability to communicate in writing	d-67	[ ]	[ ]	[ ]
c. Ability to solve problems and make good decisions	d-68	[ ]	[ ]	[ ]
d. Ability to think critically	d-68a	[ ]	[ ]	[ ]
e. Ability to teamwork with others	d-68b	[ ]	[ ]	[ ]
f. Ability to get along with persons of different cultures	d-69	[ ]	[ ]	[ ]
g. Ability to pursue self-initiated study	d-69a	[ ]	[ ]	[ ]
h. Ability to do quantitative reasoning (Math)	d-69b	[ ]	[ ]	[ ]
I. Technological proficiency	d-69c	[ ]	[ ]	[ ]
j. Preparation for career (or advanced educational pursuits)	d-69d	[ ]	[ ]	[ ]
k. Social/civic/political awareness and involvement	d-69e	[ ]	[ ]	[ ]
l. Cultural appreciation	d-69f	[ ]	[ ]	[ ]
m. Ability to understand international events	d-70	[ ]	[ ]	[ ]

2. What was your highest level of education prior to entering HCCC?

d-71
1[ ] Less than high school graduation
2[ ] Received G.E.D.
3[ ] Received high school diploma
4[ ] Completed some college work
5[ ] Received associate degree
6[ ] Received bachelor's degree
7[ ] Specialized training, please specify _____
8[ ] Other, please specify _____

3. What was your academic program at HCCC? d-72-73 _____

4. Which degree or certificate did you obtain from HCCC?

d-74 1[ ] AAS 2[ ] AS 3[ ] AA 4[ ] Certificate

5. How many years did you attend HCCC prior to graduating? d-75 _____

6. Did you take any English-as-a-Second-Language courses at HCCC?

d-76 2[ ] Yes 1[ ] No

7. Did you take any Basic Skills (Academic Foundations) courses at HCCC?

d-77-78 2[ ] Yes 1[ ] No

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SECTION D

continued...

8. On what basis did you usually attend classes at HCCC?

c 30 1[ ] Full-time
2[ ] Part-time

9. When did you usually attend classes at HCCC??

c 31 1[ ] Day
2[ ] Evening

10. What was your marital status when you began your studies at HCCC?

c 32 1[ ] Single 2[ ] Married 3[ ] Other

11. How many children below the age of 18 did you have at the time you were attending HCCC? c 33_____

12. Did you have a permanent disability or were you permanently disabled while you were a student at HCCC?

c 34 2[ ] Yes 1[ ] No

13. What is your ethnic/racial heritage?

c 35 1[ ] African American, Non-Hispanic
2[ ] American Indian or Alaskan Native
3[ ] Asian or Pacific Islander
4[ ] Hispanic
5[ ] White, Non-Hispanic

14. What is your gender?

c 36 2[ ] Female 1[ ] Male

15. What is your age? c 37_____

16. Are you a non-resident alien?

c 38 2[ ] Yes 1[ ] No

17. In what county did you live while attending HCCC? c 39_____ State? c 40_____

18. Would you recommend HCCC to prospective students?

c 41 3[ ] Yes 1[ ] No

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SECTION D

continued...

19. We would appreciate any suggestions regarding how we could improve the offerings, courses, or services available to students at HCCC. We would be delighted to hear of your accomplishments since graduation. (Please feel free to use an additional sheet if necessary)

6-32

THANK YOU FOR YOUR COOPERATION
PLEASE RETURN THIS FORM IN THE PREPAID ENVELOPE BY AUGUST 30, 1996

Attachment 2

Graduates' Verbatim Comments on Open-Ended Item

GRADUATES' VERBATIM COMMENTS ON OPEN-ENDED ITEM

The comments which follow were contributed by 1995 graduates (surveyed late summer 1996) to the item: "We would appreciate any suggestions regarding how we could improve the offerings, courses, or services available to students at HCCC. We would be delighted to hear of your accomplishments since graduation. (Please feel free to use an additional sheet if necessary)":

- All of my Culinary Arts instructors were super. My suggestions for improvement at Hudson County Community College are: 1. All students should be made aware of all services, programs, clubs, extra financial help, etc. available at HCCC. The students should be encouraged to use services and programs which will be helpful to them. 2. A capable counselor for Culinary Arts students. 3. A brand new Culinary Arts building with a larger kitchen and dining room space and with all modern equipment installed, soon!! 4. A directory or bulletin of HCCC who, what, where, and time open, etc. I am doing well, moving slowly however successful. I was a cook in a nursing home for a number of years. Now I am a Banquet Cook (hotel manager) which I enjoy extremely. Also I am a Substitute Teacher, something I never dreamed of being. I hope to become a Culinary Arts instructor. My resumes are out there.

- Since my initial registration in 1990 shortly after graduating high school. I am proud to say I'm a graduate of Hudson County Community College and the training I have received has helped me and molded me into the successful person that I am today.

- Regular workshops and seminars should be held to make sure students take classes pertaining to their major and or career goals. Too many students take unnecessary classes wasting time and money. More help needed at registration.

- Hudson County Community College can offer students courses which involve them in their course major. For example, students may choose to transfer to a four year college and may be lacking the courses which will lead them into their major. But overall, Hudson County Community College is a great and successful community school. I appreciate the opportunity to learn and the excitement everyone puts forth at the college.

- Academic advisement and the registration process needs to be improved. Most advisors during registration ask very little of students in terms of long-term goals. While I can understand this occurring due to time constraints during the registration process, but I also believe it is detrimental to the student. Students should be assigned an advisor in their major field of study. The advisor should be familiar with the transfer applicability of various courses to other

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institutions since I believe most HCCC students eventually transfer to other colleges to finish their B.A.'s/B.S.'s. Also students should go through advisement before the registration process.

- Could you please mail me my diploma. I graduated in June of 1995, my major was accounting. When asked how I wanted to have my name on the diploma, I said my marriage name. I was registered under my maiden name. Until today I have not yet received my diploma. They also told me to mail my marriage certificate which I did. I would like for someone to help me with this matter. Thank you.

- The reason why I attended Hudson County Community College was because a graduate of the CAI (Culinary Arts Institute) program recommended it to me. I'll admit I was skeptical of attending HCCC, but once I met the dean, his wife, and the faculty, my fears were at ease. The instructors at the CAI are the best I've ever had! I could go on forever about how helpful and caring they all are. They really care about what they are teaching and as a student you can feel that and in return feel their passion also. They made learning exciting. They were the reason you kept coming in everyday. I know I couldn't wait to see what I was going to learn next. Compared to other Culinary schools this I can vouch for since I've seen and worked with their products and students are high above the rest. The things that they didn't know or weren't taught blew my mind! I feel I received a very valuable and awesome education at the CAI. Our Culinary program is second to none! The rest of the college should be thankful that they are associated with such a reputable institute. Thank you.

- Hudson County Community College has come a long way since I first attended. I appreciate you putting students first and keep up the excellent work. Thank you.

- Hudson County Community College was a good school for me because sometimes it is not the school, but the students that make the difference. I don't blame HCCC for something that I don't know at this time, maybe I haven't had the practice. When I first attended your college, I was also working full-time to support myself. It was very hard and my performance was not the best, but I'm very thankful with Hudson County Community College. You guys are the best and please stay in business for a long time. God Bless you all.

- Because many of the students are unemployed or of low income I think it would helpful to make support services known to all. And to have any or all reimbursements paid in a timely fashion, because this could mean the difference in some poor student's lives. While I was trying to maintain my education, I was faced with homelessness because my current job at the time didn't pay enough to pay my rent. So this

is why some people go to school to change careers so they can earn more, but meanwhile they are in need of money.

- I feel since I graduated from Hudson County Community College, because I learned a lot not only on education, but to solve problems by myself, and to get along with a lot of people.

  After my graduation, I felt more secure about my future and this college has gave me the opportunity to believe that education is the best offer for everyone in order to get ahead.

- Registration and advisement for choosing courses of study must be improved. On going counseling needs to be advertised and provided more than in 93-95. Students and Faculty need much more support both emotional and financial. Professors strive to care and invert in students while top management at times make political decisions that do not forward the colleges stated goals. Teachers must be appreciated by administrators, board of directors and committees. Faculty further need encouragement and support to become involved with media and four year colleges and other institutions to enter more contests and competitions and apply for grants. And advisement and prep is needed for students to transfer successfully to four year.

- I suggest that higher qualifications for students attending academic courses be applied.

- There is always room for improving the offerings, courses and services at Hudson County Community College. With the expansions of new buildings that are being accommodated for students, faculty and staff. There will be better services offerings and courses for students to adhere in their academic studies.

  I came to Hudson County Community College in June of Fall 1991. I was out of school since 1970 and I had to learn all over again. I was working as a College Work-Study student with the help of good teachers and great staff, professional is academics and the business field. I graduated in June of 1995, with a grade point average of 3.019 and continued working here part-time. In March of 96, I was hired as Secretary to Perkins Grant. I have just completed a 100 hour course in Microsoft Office Professionals, through the Division of Continuing Education. I am very happy to have chosen this community college to receive my associate degree and have the chance to be a part of this institution.

- It would be great to see the school on one campus instead of all over Jersey City.

- Financial Aid services needs a lot of improvement. Billing notifications also needs some improvement. The rest of the service courses are on a course of average. As I have mentioned in section B, I have enrolled in Jersey City State College on a part-time basis. Hudson County Community College helps me greatly in my present courses.

- 1. Registration process is too time consuming. Much could be done to improve on the queuing time. 2. Some thought could be placed in selecting text books for certain courses for example: The course in Federal Taxation, why not introduce taxation by what. This is a fairly standard text used by most colleges.

- Culinary Arts Program and instructor staff at HCCC are excellent. Second to none! Would not hesitate for a moment to recommend the program to others and I have done so. Without the solid training and hands-on experience gained at HCCC I could never have accomplished what I have in such a short time since graduation....from Line Book to chef with the Marriott organization to Executive Chef with a well established and profitable restaurant with an annual salary in excess of $75,000/year. Thank you, HCCC.

- The campus should be in another location with more ground. It's an inconvenience to have to walk all around Journal Square to go to one class to another.

- Students should be trained to take courses that can be transferred to their program of study after graduation from Hudson County Community College. Counseling should be closer scrutinized, students should take courses in the correct sequence, not higher level courses before lower level courses. This will help the student to make better grades.

- My only suggestion is offering more evening classes so people who work full-time in the Medical Record field (or who work in any job but want to pursue a medical record career) can obtain a degree and thus open doors to future positions. I was fortunate to have a job in which my boss allowed me to juggle my hours to attend class during the day but it wasn't easy traveling back and forth.

- The registration process is horrendous. And I know people who didn't register because of the 3 to 5 hour wait.

- After waiting a year for a police officer position with no work, I began attending the Culinary Institute. When I attended before to obtain a Criminal Justice degree, my counselor was never in his office when he was needed. All counselors should post their schedules on their office doors to show their availability to their students.